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## **Always Take Your Medi-Cal Benefits Identification Card (BIC) With You!**

Your health care provider may not get paid by Medi-Cal if s/he does not use the number on your Medi-Cal card called a Benefits Identification Card (BIC) when billing for services provided to you. You may not be able see your doctor or receive your prescription right away without your BIC. You may be asked to return home to get your BIC before the doctor will see you or a pharmacist will fill your prescription.

### **Why is it important to take my BIC when I see a doctor or fill a prescription?**

Taking your BIC to your health care provider is very important. A new state law requires most providers to use the Medi-Cal identification number printed on your BIC to get paid for the services they provide. The new law also prohibits most health care providers from using your Social Security Number for billing Medi-Cal. This change is being done to protect your SSN from potential identity theft.

### **What is a BIC?**

The BIC is a plastic white card with blue lettering and the State seal. It has your name, date of birth, your Medi-Cal identification number, and the card issue date on the front.

### **What if I have received more than one BIC?**

If you have received more than one card, you will need to use the BIC with the most current card issue date. The older cards are no longer valid and should be destroyed.

### **When do I need to show my BIC?**

You must take your BIC with you to the doctor, pharmacy, hospital or any other health care provider. These providers need the information on your BIC to find out if you are Medi-Cal eligible, if you are in a managed care plan, if you have other health coverage or have a share of cost, and what services you are eligible for. The providers also need the information on your BIC to bill Medi-Cal for the services they provide.

### **What if I do not have my BIC?**

If you have lost or cannot locate your BIC, you need to contact your Medi-Cal social services office and request a replacement. Once requested, it normally takes 2 to 10 working days for a new card to reach you.

### **I need health care right away. What do I do?**

You can call the local social services office and get your BIC number if you have an urgent need for care. You will be asked to give information to the eligibility worker to confirm your identity. Give the BIC number to your doctor or pharmacist.